



PUBLIC SAFETY DISPATCHER

Job Number: 81

determines

SALARY RANGE:

Grades I - IV: \$1,477.44 to \$2,516.72 Biweekly
\$3,212.00 to \$5,472.00 Monthly

Applications available: 7:30 a.m. to 4:30 p.m., August 22, 2008 through October 17, 2008. Completed applications and supplemental applications must be received in the Civil Service Department by 4:30 p.m., October 17, 2008. Postmarks will not be accepted.

REQUIREMENTS TO FILE: (1) MUST BE WILLING TO

WORK: Any shift assignment in either the Police or Fire Departments and work mandatory holidays, weekends and overtime (Public Safety Dispatchers work a 10-hour shift in the Police Department and a 12-hour shift in the Fire Department). **(2) MUST BE ABLE TO:** Handle a high volume of emergency calls with tact, good judgment, initiative and speed; question callers while simultaneously typing information into a computer terminal; speak English clearly and understandably; comprehend, interpret and retain written and orally presented information effectively i.e., read, memorize, interpret and apply policies and procedures, State Penal Code, FCC regulations, charts and maps. **(3)** Ability to demonstrate keyboarding skills at 30 wpm. **(4)** Ability to pass a thorough background investigation and polygraph examination conducted by the Long Beach Police Department. The investigation will cover information regarding relatives, references, acquaintances, educational background, residential history, employment history, criminal history, military service records, financial status, legal history, drug use and related areas.

DESIRABLE QUALIFICATIONS: Bilingual skills in English/Spanish or English/Southeast Asian languages, experience or training as an emergency communications operator, dispatcher or similar position requiring knowledge of emergency medical or public safety operations, experience dealing with the public in a service related capacity, a First Aid or Emergency Medical Technician (EMT) certificate.

EXAMPLES OF DUTIES: Under general supervision, receives and dispatches emergency (911) calls for police or fire and emergency medical service; enters data into personal computer while questioning callers for information;

(Examples of Duties continued) nature, validity and disposition of calls; may provide post dispatch medical instructions; utilizes computer generated messages and priorities to dispatch field units to emergency situations; operates a variety of communications equipment including radio transmitters, accessories and telephones; performs call reception and dispatch activities utilizing computer-assisted dispatch system; answers or refers inquiries and complaints regarding a wide variety of public safety and related matters; accesses, retrieves, and transmits vehicular or personal information to field units; relays relevant situational information to non-city enforcement or public safety agencies; may provide training for dispatchers and participate in evaluation of their performance; may act in a variety of dispatch supervisory positions; performs other related duties as required.

EXAMINATION WEIGHTS:

Application and Supplemental Application..... Qualifying
Keyboarding Test (minimum net speed of 30 wpm)* Qualifying
Written/Performance Test**..... Qualifying
Scope: the ability to retain orally presented information and aptitude for dispatching.

*The Keyboarding Test will be waived for candidates providing acceptable keyboarding certificates.

**The Written Test will be waived for candidates providing proof of a current California Peace Officer Standards and Training (POST) Public Safety Dispatcher Basic (or above) certificate or a recognized Emergency Medical Dispatching (EMD) certificate.

Please See Attached Information Sheet

A minimum rating of 70 must be attained in order to pass the written examination. This is a continuous examination. Applicants may take the exam only once during a four month period.

Applications received by September 5, 2008 will be considered for the first testing session. If you have not received notification of the disposition of your application by October 31, 2008, contact the Civil Service Department at (562) 570-6202.

This information is available in an alternative format by request to (562) 570-6202.

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DD PUBLIC SAFETY DISPATCHER BULLETIN

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